



1 FW 2154

IN 09/896,471

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Hollinger et al. Examiner: Lin, W.  
Serial No.: 09/896,471 Group Art Unit: 2154  
Filed: June 29, 2001 Docket No.: 60027.0004US01/BS00318  
Title: Automated Real-Time Appointment Control

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 21, 2005.

  
Leonard J. Hope

**RESPONSE AND AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The present communication is in response to the Office Action dated October 21, 2004. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 7 of this paper.